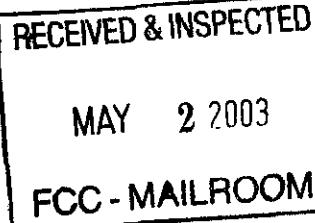


Alicia Gaston

4-27-03



Commissions Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: C6 Docket No. 02-378

Rules and Regulations Implementing the
Telephone Consumer Protection Act of 1991

The reason for this letter is to express my concern about the National do not call list that is being considered. My name is Alicia Gaston and I currently hold the position as a TSC at a company called Teleperformance USA, its located in Oaklawn, and my job description would be to call Sears Card customers (nationally) and offer them new benefits being made available to them (or in specific is Occidental death insurance).

This job requires personality, dedication, determination, self motivation, and most of all, patience. With knowing all of that we, have people who disagree with us. They say that we call just to harass them, they say we're pitiful, they call us bad names, they sexually harass us, they hang up and most

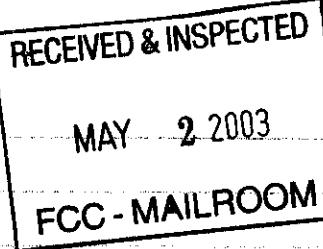
all they want to know why we don't have real jobs. They ask what gives you the right? I say if that's the case what gives anybody the right? What gives society the right to question our church? What gives society the right to try to to take away what so many need to get by. What gives society the right to hold their phone numbers out and then complain about us giving them a call. Reality is this is our job. This is how we make a living. This, to some of us is the only income we have, the only income we have to pay our bills, take care of our families and most of all live day, day. There are TS's who appreciate and have an actual ^{hunger} for the job. To take that away or even limit our calling would be so unfair not just to TS's but to people who actually support us, to people who actually look forward to our calling. I've been in this business 7 years and I'm writing FTC experience and what I know this is not a job. I oppose the National DNC list and restrictions on predictive dialers. I support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FFC rules.

I'll end this letter with we earned
these jobs and we deserve to keep
them.

THANK YOU FOR YOUR FULL consideration
ON THIS topic.

Alicia Hester
8350 S Marquette
Chicago IL 60617

Reatha Petty



4-24-03

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CB Docket No. 02-278

Rules and Regulations Implementing the Telephone
Consumer Protection Act of 1991

I am an employee in Oak Lawn Illinois the name of my facility is Teleperformance USA I deal with client services and I am a TSR. My job is very important to me because I am able to provide for me and my 2 children by keeping food on our table clothes on our back and a roof over our heads. It's also important to me because I know that I am providing good quality opportunities to people about services or products that they might not even no exist. And this consist of people in and beyond my community. If I lose my job I wont be able to provide for my family I would be forced to collect.

unemployment which will not provide for my family the way that my job would have or be forced to get and receive welfare and that's just something that I don't want to be a part of. You see I don't want to be forced to settle for less and not provide for my family. This is why I oppose the National DNC list and restrictions on Predictive Dialers and I support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank You for your full consideration on this topic.
Tequila Berry
3333 147th PL Apt 3C
Midlothian IL 60445

STEPHANIE SCHAFF
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4.24.03

MAY 2 2003

Commission's Secretary
Office of the Secretary

FCC - MAILROOM

Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Re: CGI Docket No. DA-278

Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

Hi My name is Stephanie M. Schaeffer. I work in Oaklawn Illinois at ICP Performance USA at the address of 4710 west 94th street. My job title at the company is being one of the best Insurance agents in sales. I really love my job like many others employed by ICP Performance USA. There is a real important purpose in selling Accidental Death Insurance over the phone, you don't have to worry about strangers coming to your door ever hailing for solicitations sales. The accidental death Insurance plan also comes with taking care of your love ones needs today without having to sacrifice tomorrow. My Job keeps food on the table for me, clothes on my back, pays for my Health Insurance Plan; all of those

things are very important to me. If I
was to lose my job I would loose
my Apartment, car, leaving me without a
place to live. I really oppose the National
DNC list and restrictions on Predictive Dicesters
and I support Teleperformance USA and the
American Telemarketing Association's proposed
modifications to the FTC Rules.

Thankyou for your full Consideration

Stephanie M. Schaeffer

101 33 S Lasalle St.

Chgo IL 60628

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MAY 2 2003
FCC-MAILROOM

COMMISSION'S SECRETARY
OFFICE OF THE SECRETARY
FCC
445 12TH ST SW
WASHINGTON DC 20554
CG DOCKET P2-278

RAQUEL STOWART

4/24/03

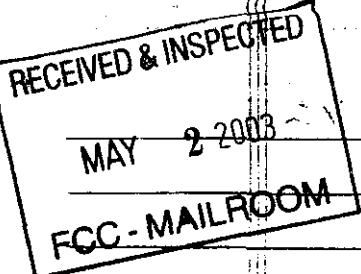
Hello my name is Raquel Stewart and I am employed at Teleperformance U.S.A. in oaklawn Illinois. What my title is there is a TSR, at this moment I enjoy my job why you ask? Teleperformance is very convenient, I dont have a long commute. The atmosphere is relaxing & very comfortable to me. Where can I start with the product, I provide credit protection to all citibank cardholders, it makes me feel good to know what I can provide a protection to citibankcardholders & prevent them from becoming a victim of Identity Theft. The cardholders at times can be a bit nasty, but that part comes with my job, I have to accept plus expect what. Honestly at times that nasty attitude can be my motivation, what's my drive to make me keep going, being persistent, but you win some & you lose some. My job is very important to me because, it's my means of living, also my income, my job keeps me out of trouble & keeps me focused at the job at hand. My job provides me a chance & I provide them best every day when I go to work. If I happen to lose my job now, what means, I would be starting from scratch. I don't have time for that, also who will take care of me, I have bills, rent, and school. This job is my only income between school & everything else, I

have no time to look for new work,
plus I don't want to be one of those women
on WELFARE, PUBLIC AID, or at the UN
EMPLOYMENT OFFICE. Those things don't
require hardwork, time, or persistance, and
that's what motivates me. In closing I
oppose the National DNC list and
restrictions on Predictive Dialers, and Raquel
S. Stewart support Teleperformance U.S.A.
and the American Telemarketing ASS.

Thank you for taking the time to read
my letter.

Raquel S. Stewart

DSI N101STPL
Chicago IL 60643



KATHY PEPPER

To the Commissions Secretary
Office of the Secretary
Federal Communications Commission

445 12 St., S.W.

CG DOCKET
02-2478

Washington D.C. 20554 3

I work for teleperformance U.S.A. Located in Oak Brook, IL. We are a telemarketing company that sells Accidental Death Insurance protection for the card, on Behalf of Sears Life Insurance Co. My job title is a licensed insurance agent. I value my job, the products that we sell, + our clients that we sell to. Our clients are just as important to us, as we are to them. The importance of my job, is to support myself + my family, and not have to go on Welfare! If the F.C.C. takes our jobs away, it would be devastating to me, my coworkers + a million other people + companies if we lost our jobs. Our jobs, as telemarketers are just as important as anyone else, who are trying to make a living, pay our bills + also keep our health insurance! I oppose the National D.N.C. List + their restrictions and I totally support teleperformance U.S.A + the American Telemarketing Association.

(over)

Kathy Pepper

4066 W. 116th St., Apt. 412

Chicago, IL. 60655

4-24-03

Peggy
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MAY 2 2003

FCC-MAILROOM

To whom it may concern,
COMMISSIONER SECRETARY / OFFICE OF THE SECRETARY
FCC 445 12TH ST SW
WASHINGTON DC 20554

I have worked with the public for most of my adult life. I was a Medical Receptionist for 15 years, when my husband was alive and after he passed away. I was widowed at age 38 with 4 small children to raise, as a single parent things were hard.

I remarried at age 41 and had another child at age 43, was divorced at age 48.

Again a single parent and had to job hunt.

I was hired as a Manager/ Receptionist for a Beauty Salon with 15 styles and 4 manicurist to book appointments for answer 3 phone lines and order supplies. I held that job for 7 years until my knees gave out with sever Osteoarthritis. I held these possessions by being polite and courteous and helping people.

I now work for Teleperformance U.S.R. as a Licensed Insurance Agent. All I have left is my voice to help people. I have been with this company for the past 7 years.

I believe in the products we introduce to our customers. I am never rude or pushy. I do not lie or mislead the people I speak with.

I'm still a single parent with a 19 year old son and a daughter who is on disability because she is a brittle diabetic and cannot work without getting sick and going into the hospital. Early retirement is out of the question. I have to work to pay my bills and help my children. If I losted my job I will lose my house, my car and my self respect, who will hire a 62 year old woman that walks with a cane and is in pain most of the time. I enjoy the work I do, and the hours are conducive with my disability.

Please don't put me out of work because of the National Do-Not-Call Registry because then I will have nothing left.

Sincerely,

Peggy Woltmann

PEGGY ANN WOLTMANN
3537 W. 103RD ST.
CHICAGO, IL. 60655

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MAY 2 2003

FCC - MAILROOM

04.24.03

OFFICE of the Secretary
Commissioner's Secretary
Federal Communications Commission

Tamika Sampson

Washington Dc. 20554

Tamika Sampson, am an employee of Tele Performance USA. I like all other american have to go to work everyday to support my family. Unfortunately I don't have a corporate position where I can take thousand of american people out of work. I'm one of the people who are sitting around working barely making ends meet to support my single family home. we're not making six figure salaries but it helps, we are not calling people at random out of a phone book, we're calling our client base customers we're not soliciting false products or hope's. we're providing a beneficial security to all involved that's in writing and the customer decides the outcome, we're just providing initial product knowledge of a plan that works and needed but to some it up some people feel that it's irritating but what about those that feel it benefits. What about the thousands of jobs that people and myself would be insinuating your DNC. it will create more

unemployment, longer welfare lines,
this job helps provide a place for those
willing and able to be employed work for
a living without my job and the other
hundreds of thousands of college graduate
looking for employment that they can't find.
please do not remove my stepping stone
to advancement, for these reason it
is hard for me to support the DNC list
because the DNC list and the people
who are behind it are not supporting
me as a person trying to do my job
and help people also.

Sincerely
Tameka Sampson

P.S.

Please don't end our jobs please support
the American telemarketing association
without them think of how the economy
will be and think of how it will be
if you pass the federal Do not call list.

Tameka Sampson
1043 w 11th pl
chgo IL 60643

Monica
Patterson

April 24, 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, D.C. 20554

Ref: CG Docket No. 02-278 Rules and Regulations
Implementing the Telephone Consumer Protection Act of 199

I work for Teleperformance USA in Oaklawn, IL. We are a telemarketing company that work on behalf of Sears Roebuck and Company. My job title is a licensed insurance agent selling Accidental Insurance. I am in need of my job and value the work I do. Our clients are just as important to us, as we are to them! Without telemarketing, customers will not be informed of available products of today. I work to combine income with my sister to take care of my mom in need, and three small children. There would be numerous consequences if the FCC take our jobs: It would hurt our already economy, cost the Federal Government Billions of Dollars in lost tax revenue as well as unemployment deductions, also time and stress to job search at this particular moment. It would be devastating to me, my coworkers, and millions of other workers who depend on their paycheck to make a living. I understand some clients might want to ban telemarketing, but please understand I am not currently sitting home collecting an unemployment check. I am currently working eight hours.

a day and attending college. When someone sell illegally on the streets, they are never banned. However, if you are making money the right way (+ tax deducted) you are scream upon. It is true telemarketing income alone provide the United States economy billions of dollars each year. Our jobs are just as important as anyone else, regardless of what we do (as long as it is taxed). I oppose the National DNC List and restrictions on Predictive Dialers. I support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full consideration on this topic.

Monica Patterson
641 W. 123rd Street
Chicago, IL 60628

RECEIVED & INSPECTED

MAY 2 2003

FCC - MAILROOM

April 25, 2003
Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

My name is Anna Janey and I am an employee at Teleperformance USA located in Oaklawn, Illinois. My job as a Telemarketing Sales Representative consists of selling an Accidental Death Insurance to Sears customers and a credit protection plan against fraud to Citibank customers.

I am a twenty-two year old female working my way through college while supporting my older sister and her family. I live in the house with her and am responsible for paying my part of rent, utilities, car payments and insurance, as well as school because I don't receive financial aid.

I am writing this letter to let you know that like many other people I need this job to survive and meet the ends.

I am a real person who enjoys talking to people and this job gives me an opportunity to improve my communication skills.

I strongly believe that the materials we offer can really be beneficial to our customers and protective to their families as well as themselves, for a small payment every month.

I am asking you to reconsider your decision regarding The National (Do Not Call List). By passing this law you would be putting thousands of people out of work and to the unemployment office. Not to mention all of the families that will have to struggle to survive, students will not be able to finish their education. If you do pass this law, you will be cutting out the income of 350,000 people.

Once again, I ask you to reconsider your decision. Thank you for your full consideration on this topic.

Sincerely,

Anna Janzy
4351 S. Washburn
Chicago, IL, 60632

Lena Prezzara

RECEIVED & INSPECTED

MAY 2 2003

FCC-MAILROOM

Commission's Secretary
Office of the Secretary
Federal Communications
445 12th Street, SW
Washington D.C. 20554

Commission

ref: CG Docket No. 02-278
Rules and Regulations implementing
the Telephone Consumer Protection Act of 1991.

I am employed at Teleperformance USA Communications in Oak Lawn, Illinois. I work Client Services + I am TSR (telecommunications Service Representative). I have been working here for almost one year now and I feel that I have a great job. The best things about my job are the flexibility, stability, + job training. I am very satisfied with the way the communication industry is heading and I hope to stay and expand with my company. I believe the products and services my company has to offer and by the feedback from the ~~customer~~ customer, I can tell that they are satisfied also. The customers either accept the service or thank me for the much needed information. Of course there are some people who just hang up or are negative, but I believe that just helps you more with communication skills, people skills, and also helps you deal with rejection.

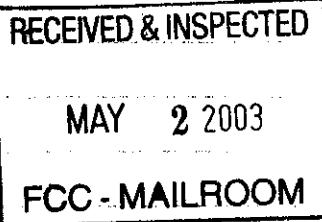
easier. These are skills needed for any career. Telemarketing jobs are needed for our communities. In my work facility alone we employ 100-150 workers. That's one location! With the way our economy has fallen within the past year or so, "doing away" with Telemarketing will do nothing but hurt us more. I need this job! I am a full time mother, as well as a full time student. My job offers me the flexibility to manage both and work. If this job is taken away from me, I would not only have to drop out of school to find another job, I would have to take my daughter out of the environment in which she was raised and move to a lower-class, higher-crime neighborhood, where I will be afraid to go outside. That's if I'm fortunate to find another job. I do not have many experiences or qualifications. This job is helping me to prepare in communicating with people and giving me ~~a~~ job experience, which will be a skill I will use daily in my career. Me & my daughter need this job to better our life. I oppose ~~the~~ the National DNC list and restrictions on Predictive Dialers. I do support Teleperformance USA's and the American Telemarketing Association's proposed modifications of the FTC rules.

Thank you for your full consideration
on this topic

Lena Pieczara
4109 W. Wainright pl.
Oak Lawn, IL 60453

4/24/03

Commission's Secretary
Office of the Secretary
Federal Communications Commission
Washington, D.C. 20554



Ref: OG Docket No. 02-278

Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991.

Dear FCC

I am a employee at Teleperformance USA. Located at 4710 W. 95th st in OAKlawn Illinois as a Telemarketer. I understand that people are fed up with the calls they receive, that's why we already have a do-not-call list which works effectively. This National Do Not Call list will effect the jobs of an already ailing economy. This job is helping me through college by paying my tuition, as with millions of my fellow employees. We are not con artist but hard working people, just like the people we call to offer products and good services. We care about our customers, and the services and products we offer to them. I may have gotten complaints, but the customers who are actually interested over powers the customers that do not accept the services. I urge you to reconsider, and think of the lives you will effect. There are other less destructive ways to protect consumers, such as company specific

Do-not-call lists, devices and services to screen calls,
or simply saying no thank you and hanging up the phone.
I am opposed to the National Do Not Call list and
restrictions on predictive dialers, and I support
Teleperformance USA's and the American Telemarketing
Association's proposed modifications to the F.T.C.
rules.

Thank you for your full consideration on this topic.

Christina I. Lunwitz

9158 S. Lowe Chicago IL 60620

NATEISHA L. WILLIAMS

4/24/2003

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MAY 2 2003

FCC - MAILROOM

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Re: CG Docket No. 02-278

Rules and Regulations Implementing the Telephone
Consumer Protection Act of 1991

I, Nateisha L. Williams am an employee of Teleperformance USA located in Oaklawn, Illinois. I am a TSR and I deal with Client Services. My job is one of the most essential parts of my life. My job is not only a paycheck, it is a everyday learning experience for me. From day to day I learn new things ranging from product knowledge to new and improving customer service skills. Teleperformance USA not only sells; we introduce, explain, and meet the customers needs with the soliciting of our products. Teleperformance provides for me and my family. My job is my only source of income and without it I would have to resort to welfare or unemployment. Experiencing this economic hardship is not the easiest thing for me so I value my job. Being independent is not a choice for me it is my life.

Without my job my family would experience many trials and tribulations. Being of sound mind and body, I oppose the National DNC list and restrictions on Predictive Dialers. I support Teleperformance USA and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full consideration on this topic,

Nateisha L. Williams
13943 s. Wabash #1N
Riverdale, Illinois 60827